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PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Re Application of:

Shankar Vaidyanathan, Philip Lucido,  
and Sundeep Bhatia

Patent No.: 6,502,233 B1

Serial No.: 09/191,757

Filing Date: November 13, 1998

For: AUTOMATED HELP SYSTEM FOR REFERENCE INFORMATION

Certificate

Confirmation No.: 8985

MAR 06 2003

Issued: December 31, 2002 of Correction

Group Art Unit: 2122

Examiner: Anil Khatri

DATE OF DEPOSIT: February 21, 2003

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TYPED NAME: Thomas E. Watson  
REGISTRATION NO.: 43,243

Commissioner for Patents & Trademarks  
Washington DC 20231

Dear Sir:

**REQUEST FOR CERTIFICATE OF CORRECTION**

It is respectfully requested that a Certificate of Correction be issued for the above-identified patent. The patent has errors in it that occurred through the fault of the Patent and Trademark Office as clearly disclosed by the records and files of the office.

Enclosed herewith please find a completed Certificate of Correction form.

Since the errors are not due to applicants' mistake, no correction fee is due. Please charge any fees for copies and any additional fees to our Deposit Account No. 23-3050. This letter is enclosed in duplicate.

Date: February 21, 2003

Thomas E. Watson  
Registration No. 43,243

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Philadelphia PA 19103  
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MAR 06 2003

UNITED STATES PATENT AND TRADEMARK OFFICE  
**CERTIFICATE OF CORRECTION**

PATENT NO. : 6,502,233 B1  
DATED : December 31, 2002  
INVENTOR(S) : Shankar Vaidyanathan et al.

It is certified that error appears in the above-identified patent and that said Letters Patent is hereby corrected as shown below:

Cover Page, insert Section --(74) *Attorney, Agent, or Firm* – Woodcock Washburn LLP--.

MAILING ADDRESS OF SENDER:

Thomas E. Watson  
Woodcock Washburn LLP  
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Philadelphia, PA 19103

FORM PTO 1050 (Rev. 2-93)

PATENT NO. 6,502,233 B1

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*There* *Item:*  
~~Cover Page, insert Section~~ --(74) *Attorney, Agent, or Firm* - Woodcock Washburn LLP- *V*

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Page 1 of 1

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Title page,

Item [74], *Attorney, Agent, or Firm* – Woodcock Washburn LLP --.

Signed and Sealed this

Seventeenth Day of June, 2003

A handwritten signature in black ink, appearing to read "James E. Rogan", written over a horizontal line.

JAMES E. ROGAN  
*Director of the United States Patent and Trademark Office*